



# SportSync NROC New Application User Guide

UPDATED 28 AUGUST 2025

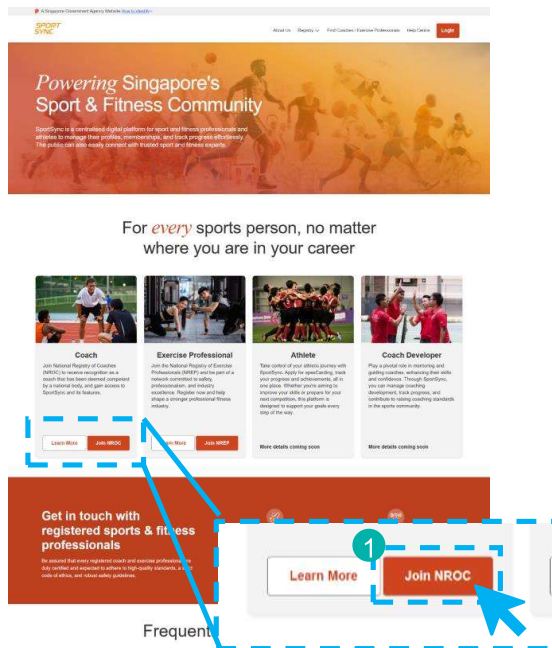
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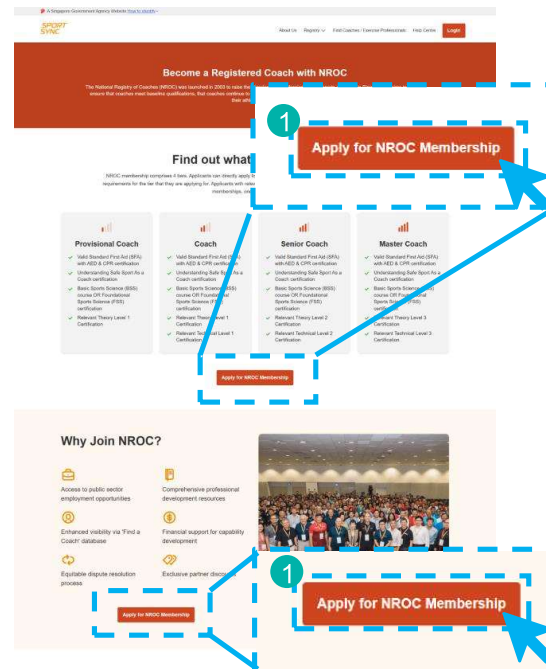
# Where to begin

You can start new applications from the following locations. Simply click on either button to begin:

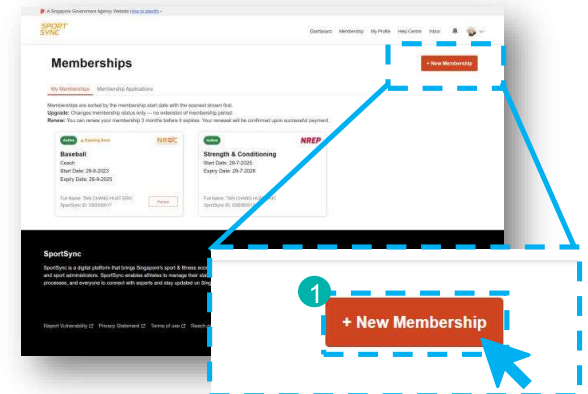
## The public home page:



## The public NROC information page:



## After logging in:



## 1 Access the pre-application page

You can initiate the pre-applications page from any one of the four buttons shown here.

# Application flow

## Step 1: Pre-application page

A Singapore Government Agency Website [How to identify](#)

**SPORT SYNC**

About Us Registry Find Coaches / Exercise Professionals Help Centre [Login](#)

### Apply for New Membership

- 1 Registry Type  
Coach (NROC)
- 2 Sport / Fitness Category  
Aikido
- 3 Provisional Coach  
**Please have a digital copy of the following documents before proceeding:**
  - Required certificates
  - One passport size photo**Note:**  
This membership is renewable in 3-year blocks.  
This application should take about 5 mins to complete.
- 4 Required Certifications  
**General**
  - Valid Standard First Aid (SFA) with AED & CPR certification (from Singapore Resuscitation and First Aid Council accredited training centres)
  - Understanding Safe Sport as a Coach certification**Theory & Technical**  
*If there are multiple options, you only need to fulfill one.*
  - Option 1: SG-Coach Theory Level 1 + Foundational Sport Science + Experience in Sport Mentioned
  - Option 2: SG-Coach Theory Level 1 + Basic Sport Science + Experience in Sport Mentioned
  - Option 3: Values and Principles in Sport Certification + NCAP Theory Level 1 + Experience in Sport Mentioned
  - Option 4: Values and Principles in Sport Certification + SG-Coach Theory & Foundation Sport Science (Accreditation) Level 1 + Experience in Sport Mentioned
  - Option 5: SG-Coach Full Integration Level 1 + Experience in Sport Mentioned**Note:** This is a non-exhaustive list. Other certifications submitted will be reviewed and approved on a case-by-case basis.
- 5 ☐ I have read and accepted the [Terms and Conditions](#)
- 6 [Apply for this Coach level](#)

### 1 Select the registry type

Please ensure you have selected the correct registry (NREP or NROC) before applying

### 2 Select the sport/fitness category

Select your sport from the dropdown.

### 3 Select the level

Choose your coach level from the options that appear.

### 4 Check the requirements

Check that you have all the necessary information and supporting documents for the selected level.

### 5 Read & Accept the T&C

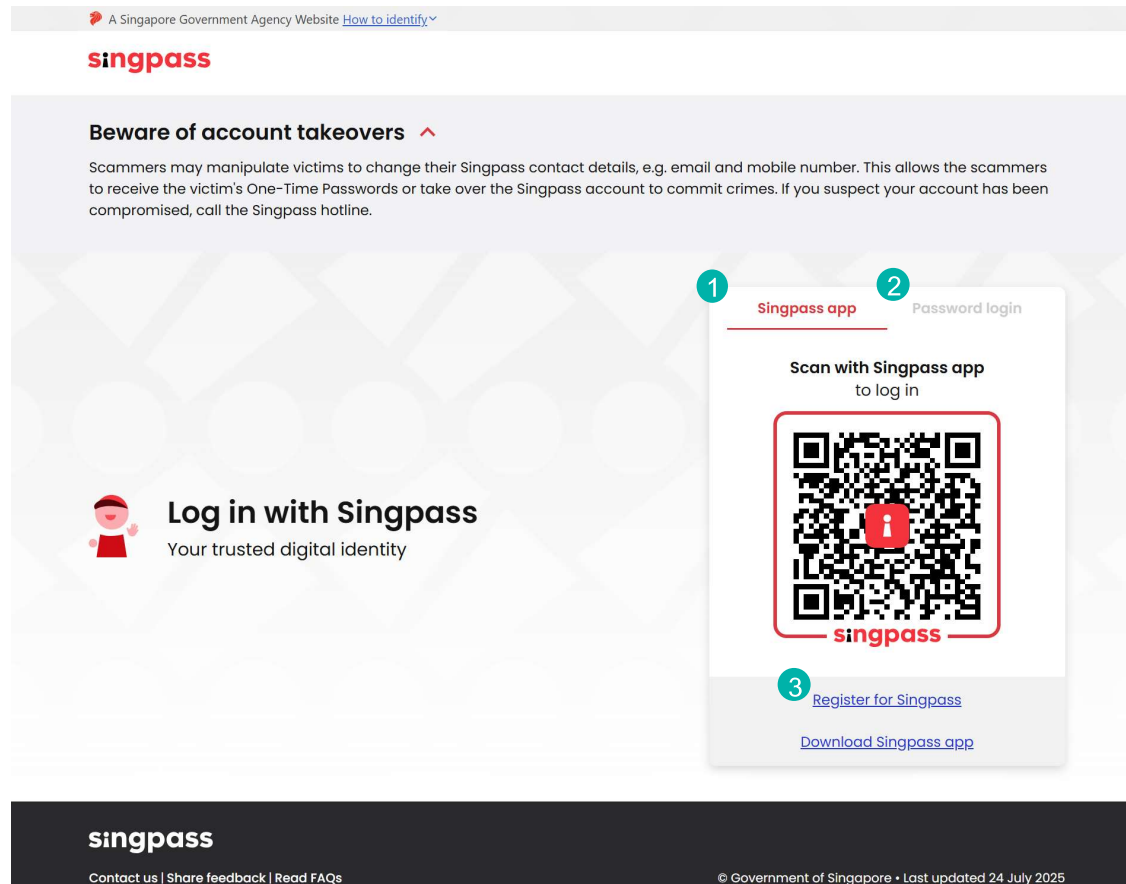
Click the link to view terms and conditions, then tick the checkbox to accept.

### 6 Start the application

Click to initiate your new application.

# Application flow

## Step 2: Log in with Singpass



### 1 Log in via Singpass app

Log in using your Singpass app by scanning the QR code (desktop) or opening the app (mobile).

### 2 Log in via Singpass credentials

If you don't have the Singpass app, click "Password login" to use your Singpass ID and password..

### 3 What if you do not have Singpass?

If you are a Singapore resident, register for Singpass.

If you are a foreigner, contact your sport's National Sports Association in Singapore to check if you can apply without Singpass or if registration is required.

# Application flow

## Step 3: Check and update your details

The screenshot shows the 'Apply for New NROC Membership' page on the SportSync portal. The page has a navigation bar with 'Dashboard', 'Membership', 'My Profile', 'Help Centre', and 'Inbox'. Below the navigation bar, there's a section titled 'Apply for New NROC Membership' with a sub-header 'Sport Water Polo Level Coach'. The main content area is divided into two sections: 'Personal Particulars' and 'Contact Details'. The 'Personal Particulars' section contains fields for Full Name, Gender, Identification Type, Identification Number, Birth Date, Age, Nationality, Race, Marital Status, Residential Status, Pass Type, Pass Expiry Date, Pass Status, Employment Sector, Employer Organisation, and Job Title. The 'Contact Details' section contains fields for Mobile Number, Email, Registered Address, Correspondence Address same as Registered Address, and Correspondence Address. At the bottom of the page, there are two buttons: 'Save Draft' and 'Save and Proceed'. A blue dashed box highlights the 'Save and Proceed' button, and a red dashed box highlights the 'Save Draft' button. A red arrow points from the 'Save and Proceed' button to the 'Save Draft' button. A red circle with the number '1' is placed next to the 'Personal Particulars' section, and a red circle with the number '2' is placed next to the 'Save and Proceed' button.

**1 Personal Particulars**

Please verify your personal particulars and contact details.

Full Name: Test Banana Tan  
Gender:   
Identification Type: NRIC  
Identification Number: 800000001  
Birth Date:   
Age:   
Nationality:   
Race:   
Marital Status: Married  
Residential Status:   
Pass Type:   
Pass Expiry Date:   
Pass Status:   
Employment Sector:   
Employer Organisation:   
Job Title:   
**Contact Details**  
Mobile Number: 8777211  
Email:   
Registered Address:   
Correspondence Address same as Registered Address:   
Correspondence Address:   
**Save Draft** **Save and Proceed**

**SportSync**  
SportSync is a digital platform that brings Singapore's sport & fitness ecosystem together. It's designed for everyone in our sport & fitness community - coaches, exercise professionals, athletes, and sport administrators. SportSync enables athletes to manage their status and performance, coaches and exercise professionals to showcase their skills, sport organisations to streamline their processes, and everyone to connect with experts and stay updated on Singapore's sport development programmes.  
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### 1 Update your personal particulars

Your details will be pulled from Singpass. Contact details like mobile and email can be updated, but other information cannot be changed.

### 2 Save and proceed

Update your details, then click "Save and Proceed" at the bottom to save and continue.

# Application flow

## Step 4: Upload profile photo

The screenshot shows the 'Apply for New NROC Membership' page on the SportSync platform. The user is at the 'Profile Photo' step of a five-step process. A recent passport-size photo of a man is displayed with a red '1' and an 'Update Photo' button. Below the photo is a 'Back' button. At the bottom, there are 'Save Draft' and 'Save and Proceed' buttons. A red dashed box highlights the 'Save and Proceed' button, with a red '2' and an arrow pointing to it from a callout box. The callout box also contains 'Save Draft' and 'Save and Proceed' buttons. The footer includes the SportSync logo, a description of the platform, and copyright information for 2025 Sport Singapore.

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**SPORT SYNC**

Dashboard Membership My Profile Help Centre Inbox

### Apply for New NROC Membership

Sport Athletics Level Provisional Coach

Profile Photo

Please provide a recent passport size photo of yourself.

1 Update Photo

Back

Save Draft Save and Proceed

**SportSync**

SportSync is a digital platform that brings Singapore's sport & fitness ecosystem together. It's designed for athletes, and sport administrators. SportSync enables athletes to manage their status and performance, and everyone to connect with experts and stay updated on Singapore.

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### 1 Upload your profile photo

Your profile photo will appear on the public registry. Ensure it meets the requirements stated in our terms and conditions.

### 2 Save and proceed

Update your Photo, then click "Save and Proceed" at the bottom to save and continue.

# Application flow

## Step 5a: Upload General Certificates

The screenshot shows the 'Apply for New NROC Membership' page for a 'Sport Water Polo' 'Level Coach'. The 'Certifications' tab is active, showing two categories: 'General' and 'Theory & Technical'. The 'General' category is selected, and the 'Standard First Aid' certification is being edited. The form includes fields for 'Certification Name', 'Issuing Organisation', 'Certification Number', 'Issuing Country', 'Completion Date', and 'Expiry Date'. Below these fields is an 'Attachment' section with a file upload button and a 'drop files' area. A callout box highlights the file upload instructions: 'Permitted file types: pdf, jpeg, jpg, png' and 'Permitted file size: 3MB'. At the bottom of the form, there are buttons for 'Back', 'Save Draft', and 'Save and Proceed'. A second callout box highlights the 'Save Draft' and 'Save and Proceed' buttons, with a third callout box highlighting the 'Save and Proceed' button specifically.

1 Prepare General Certificates

2 Upload certificates

3 Save and proceed

### 1 Prepare General Certificates

All applicants must provide general certificates to proceed. You cannot continue without these required documents.

### 2 Upload certificates

Upload certificates to the designated fields and fill in the corresponding certificate details.

### 3 Save and proceed

Click "Save and Proceed" at the bottom to save and continue, after you have uploaded your certificates and updated the required details



# Application flow

## Step 5b: Upload Theory & Technical certificates

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**SPORT SYNC**

Dashboard Membership My Profile Help Centre Inbox

### Apply for New NROC Membership

Sport **Water Polo** Level **Coach**

✓

✓

Certifications

Declarations

Review

#### Certifications

You will be required to submit 2 categories of certifications for:

- General
- Theory & Technical

**Certification Category: Theory & Technical**

1 Which certification combination do you have?

- ☐ SG-Coach Theory Level 1 + Foundational Sport Science + SG-Coach Technical Level 1
- ☐ SG-Coach Theory Level 1 + Basic Sport Science + SG-Coach Technical Level 1
- ☐ SG-Coach Theory Level 1 + Foundational Sport Science + NCAP Technical Level 1
- ☐ SG-Coach Theory Level 1 + Basic Sport Science + NCAP Technical Level 1
- ☐ Values and Principles in Sport Certification + NCAP Theory Level 1 + SG-Coach Technical Level 1
- ☐ Values and Principles in Sport Certification + NCAP Theory Level 1 + NCAP Technical Level 1
- ☐ Values and Principles in Sport Certification + SG-Coach Theory & Foundation Sport Science (Accreditation) Level 1 + SG-Coach Technical Level 1
- ☐ Values and Principles in Sport Certification + SG-Coach Theory & Foundation Sport Science (Accreditation) Level 1 + NCAP Technical Level 1
- ☐ SG-Coach Integrated Level 1 + Foundational Sport Science
- ☐ SG-Coach Integrated Level 1 + Basic Sport Science
- ☒ SG-Coach Full Integration Level 1
- ☐ Others

2

Unverified

**SG-Coach Full Integration Level 1**

SG-Coach Full Integration Level 1

\* Certification Name  
SG-Coach Full Integration Level 1 - Aikido

\* Issuing Organisation  
Sport Singapore (SportSG)

Certification Number

\* Issuing Country  
SINGAPORE

\* Completion Date  
Aug 24, 2025

Expiry Date  
☒ No Expiry Date

\* Attachment  
cert image.jpg

Back

Save Draft

3 Save and Proceed

### 1 Select the combination of certificates that apply to you

Choose the certificate combination that matches what you have for your sport and coach level.

### 2 Upload certificates

Upload certificates to the designated fields and fill in the corresponding certificate details.

### 3 Save and proceed

Click "Save and Proceed" at the bottom to save and continue, after you have uploaded your certificates and updated the required details

# Application flow

## Step 6: Answer and accept Declaration questions and clauses

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SPORT SYNC

DashboardMembershipMy ProfileHelp CentreInbox

Apply for New NROC Membership

Sport Water PoloLevel Coach

✓

✓

✓

✓

✓

◀

▶

Declaration

Please answer the following questions truthfully and to the best of your knowledge.

1

\* Have you ever been, or are you currently, under investigation by the police in Singapore or any other country?

☐ Yes

☒ No

2

☐

I hereby declare that I have read and understood and agree to the [Coach's Code of Ethics](#) which consists of following principles:

• Respect for individuals

• Responsible coaching

• Integrity in actions

Back

Save Draft

3 Save and Proceed

- 1 Read each statement carefully**  
Read and fully understand the statements and the Coach's Code of Ethics.
- 2 Answer each question truthfully**  
Answer truthfully. You may need to provide more details based on your responses.
- 3 Save and proceed**  
Click "Save and Proceed" at the bottom to save and continue.

# Application flow

## Step 7: Review and Submit

**Apply for New NROC Membership**

1 Review Application Details

Please ensure that all the information is correct before submitting your application.

**Overview**

Sport / Fitness Category: Athletics | Coach Level: Provisional Coach

**Personal Particulars**

Please verify your personal particulars and contact details.

**Full Name:** SATHYA KESAVAR  
**Gender:** Female  
**Identification Type:** FIN  
**Identification Number:** S44554321  
**Age:** 35  
**Age Range:** 35  
**Nationality:** AMERICAN  
**Residence:** AMERICAN  
**Marital Status:** Other  
**Phone Type:** P/F/Work  
**Phone Number:** 241234567  
**Employment Sector:** MANUFACTURING  
**Employment Title:** TRAINING MANAGER

**Contact Details**

**Mobile Number:** +65 94567890 | **Email:** sathya@domain.com  
**Registered Address:** 123 LIVINGSTON ROAD, #01-01, SINGAPORE 110001  
**Residential Address:** 456 PARKVIEW, SINGAPORE 110001  
**Emergency Address:**

**Profile Photo**

**Certifications**

You will be required to submit 2 categories of certifications for...

**Successfully submitted**

Your application for new NROC membership (Water Polo) is pending approval.  
**Application ID: APP-032466.**

You may proceed to view application details or return to memberships.  
Application process will take 6-8 weeks.

[Return to Memberships](#) [View Application Details](#)

**1 Review your application carefully**  
Review the summary to ensure all submitted information and documents are accurate.

**2 Submit the application**  
Click the button to submit. A pop-up will appear when submission is successful.

# Track your applications

Access a historical record of all applications submitted

The screenshot shows the SportSync website interface. At the top, there is a navigation bar with links: Dashboard, Memberships (highlighted with a red underline and a green circle with the number 1), My Profile, Help Centre, and Inbox. A red button labeled '+ New Membership' is located in the top right corner of the main content area. Below the navigation bar, the 'Memberships' section is displayed. It has two tabs: 'My Memberships' (highlighted with a red underline and a green circle with the number 2) and 'Membership Applications'. Below the tabs, a note states: 'Memberships are sorted by expiry date, with those expiring soonest shown first.' There are two membership cards shown. The first card is for 'Name of Sport' (Senior Coach) with an expiry date of 30 Mar 2025, featuring 'Upgrade' and 'Renew' buttons. The second card is for 'Name of Fitness' (NREP) with an expiry date of 30 Mar 2025, featuring a 'Renew' button. Both cards have a 'SportSync ID: XXXXXXXXXXXX' at the bottom.

## 1 Click on Memberships

Click "Memberships" in the navigation bar to view all registry memberships and past applications.

## 2 Click on Membership Applications

Click the button to view all submitted applications and their statuses.

# Track your applications

View statuses of applications and access details

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SPORT SYNC

DashboardMembershipsMy ProfileHelp CentreInbox

Memberships

+ New Membership

My MembershipsMembership Applications

Application ID	Membership Type	Sport / Fitness Category	Application Type	Submitted Date	Application Status	Approval Date	Action
APP-032466	Coach	Water Polo	New	8/25/2025	Additional Input Required		View Det

## 1 View the status

Statuses show your application's current stage.

Applications that required actions from you include:

### Draft

- to complete submission

### Pending Applicant Confirmation

- to accept change of coach level suggested by Administrators

### Pending Payment

- to complete payment for renewal of membership

### Additional Input required

- to upload certificate or document required by Administrators

## 2 Click on View Details

Click "View Details" to check for queries.

## Track your applications

Respond to queries to the specific application

<p><b>Sport Sync</b></p> <hr/> <div style="background-color: #f9f9f9; padding: 5px; margin-bottom: 10px;">Application <b>APP-032508</b></div> <table border="1" style="width: 100%; font-size: small;"> <thead> <tr> <th>Application Status</th> <th>Membership Type</th> <th>Application Type</th> <th>Sport / Fitness Category</th> <th>Level</th> <th>Submitted On</th> </tr> </thead> <tbody> <tr> <td>Submitted</td> <td>Coach</td> <td>New</td> <td>Athletics</td> <td>Provisional Coach</td> <td>27/08/2025, 17:26</td> </tr> </tbody> </table> <div style="margin-top: 10px;"><b>&lt;&gt;</b> Applicant Details</div> <h3>Personal Particulars</h3> <table border="0" style="font-size: x-small;"> <tr> <td style="padding-right: 20px;">Full Name <b>WATTNA TIWARAT</b></td> <td>Gender <b>Female</b></td> </tr> <tr> <td style="padding-right: 20px;">Identification Type <b>FIN</b></td> <td>Identification Number <b>G4440433N</b></td> </tr> <tr> <td style="padding-right: 20px;">Birth Date <b>17/05/1960</b></td> <td>Age <b>65</b></td> </tr> <tr> <td style="padding-right: 20px;">Nationality <b>ARMENIAN</b></td> <td>Race <b>ARMENIAN</b></td> </tr> <tr> <td style="padding-right: 20px;">Marital Status <b>Other</b></td> <td>Residential Status</td> </tr> <tr> <td style="padding-right: 20px;">Pass Type <b>PtIPass</b></td> <td>Pass Expiry Date <b>31/12/2030</b></td> </tr> <tr> <td style="padding-right: 20px;">Pass Status <b>Live</b></td> <td>Employment Sector <b>MANUFACTURING</b></td> </tr> <tr> <td style="padding-right: 20px;">Employer Organisation <b>AAS SISTEMAS PTE LTD</b></td> <td>Job Title <b>TRAINING MANAGER</b></td> </tr> </table> <h3>Contact Details</h3> <table border="0" style="font-size: x-small;"> <tr> <td style="padding-right: 20px;">Mobile Number <b>+65 34567890</b></td> <td>Email <b>myniftesting@gmail.com</b></td> </tr> <tr> <td style="padding-right: 20px;">Registered Address <b>123 LORONG 1 TOA PAYOH 13-220 TOA PAYOH VIEW, SINGAPORE 310123</b></td> <td>Correspondence Address same as Registered Address <div style="border: 1px solid black; height: 20px;"></div></td> </tr> <tr> <td colspan="2"><div>Correspondence Address</div></td> </tr> </table>	Application Status	Membership Type	Application Type	Sport / Fitness Category	Level	Submitted On	Submitted	Coach	New	Athletics	Provisional Coach	27/08/2025, 17:26	Full Name <b>WATTNA TIWARAT</b>	Gender <b>Female</b>	Identification Type <b>FIN</b>	Identification Number <b>G4440433N</b>	Birth Date <b>17/05/1960</b>	Age <b>65</b>	Nationality <b>ARMENIAN</b>	Race <b>ARMENIAN</b>	Marital Status <b>Other</b>	Residential Status	Pass Type <b>PtIPass</b>	Pass Expiry Date <b>31/12/2030</b>	Pass Status <b>Live</b>	Employment Sector <b>MANUFACTURING</b>	Employer Organisation <b>AAS SISTEMAS PTE LTD</b>	Job Title <b>TRAINING MANAGER</b>	Mobile Number <b>+65 34567890</b>	Email <b>myniftesting@gmail.com</b>	Registered Address <b>123 LORONG 1 TOA PAYOH 13-220 TOA PAYOH VIEW, SINGAPORE 310123</b>	Correspondence Address same as Registered Address <div style="border: 1px solid black; height: 20px;"></div>	<div>Correspondence Address</div>		<div style="text-align: center; background-color: #eaeaea; padding: 10px; margin-bottom: 10px;"> <b>MY FEED</b> POST       </div> <div style="font-size: xx-small; color: gray;">Sort by:</div> <div style="display: flex; align-items: center; gap: 5px;"> <span>Latest Posts ▾</span> <input type="text"/> Search this feed...     </div> <div style="margin-top: 10px;"> <div style="float: left; width: 40px; text-align: center; border-radius: 50%; background-color: #cfcfcf; color: white; font-weight: bold; line-height: 40px;">2</div> <div style="clear: both;"></div> <div style="font-size: x-small; margin-bottom: 5px;">@Gabeir Yang (Employee) · 5m ago</div> <div style="font-size: x-small; margin-bottom: 5px;">Hello @WATTNA TIWARAT (Customer),</div> <div style="font-size: x-small; margin-bottom: 5px;">Thank you for uploading a photo meeting the proper ICA guidelines.</div> <div style="display: flex; justify-content: space-between; font-size: x-small;"> <span>👍 Like</span> <span>💬 Comment</span> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px; position: relative;"> <span style="position: absolute; right: -10px; bottom: -10px; background-color: #fff; border: 1px solid #eee; border-radius: 50%; padding: 2px 5px;">+</span>             Write a comment...           </div> </div> <div style="margin-top: 10px; font-size: x-small;"> <p>#Singapore or in any other country?</p> <p>I am from any professions (eg., staff, coach, service provider or athlete) or service person (eg. Sporting or Professional Body)</p> <div style="height: 30px; background-color: #f0f0f0; margin-top: 5px;"></div> <p>suffering from any medical condition, disease, physical or mental illness / impairment?</p> <p>I understand and agree to the Code of Ethics which consists of following</p> </div>
Application Status	Membership Type	Application Type	Sport / Fitness Category	Level	Submitted On																														
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### 1 Read queries raised

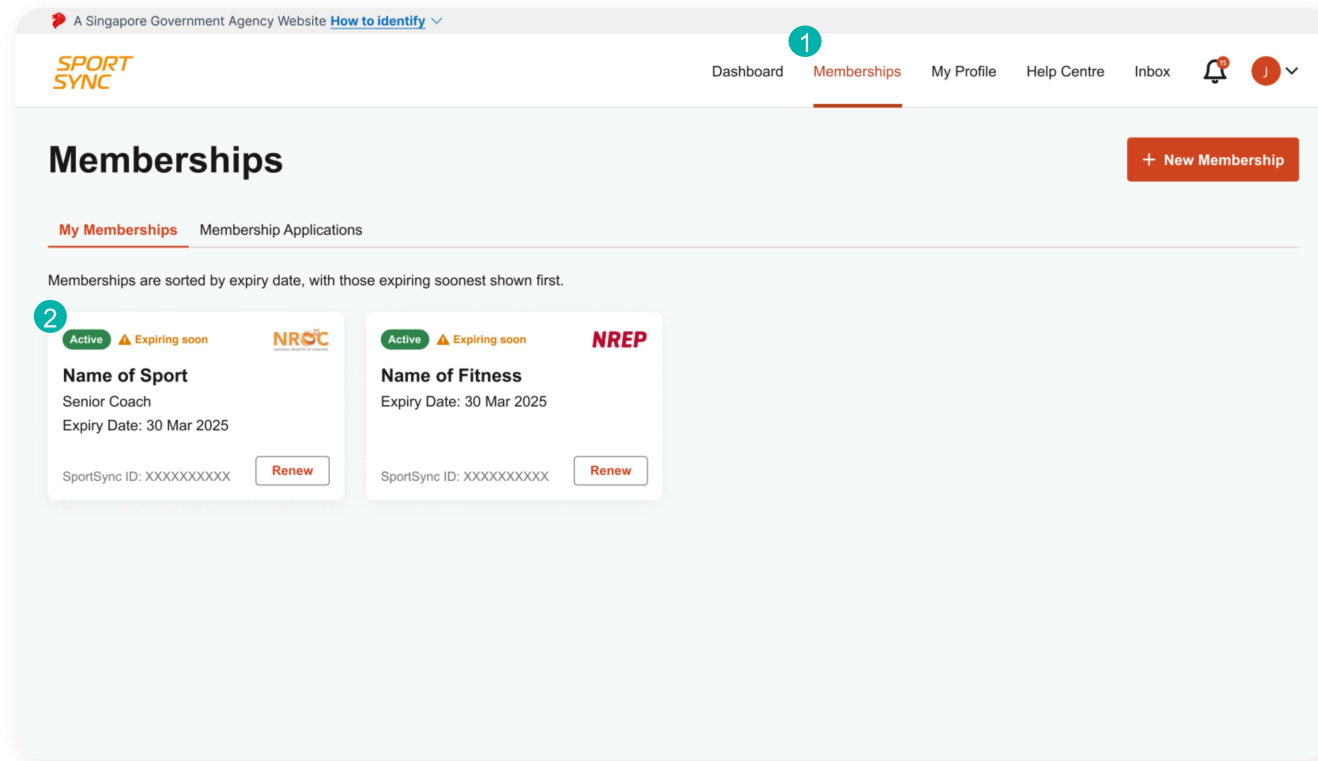
Administrators may ask for clarification on parts of your application.

**2 Click on comment**

Click the button to respond to administrators.

# View your memberships

Memberships can be viewed in one consolidated page



## 1 Click on Memberships

Click "Memberships" in the navigation bar to view all registry memberships and past applications.

## 2 View Memberships

Each membership card shows the registry type, sport category, level, and expiry date.

# Versioning Control

This is summary of versions that have been updated

[illegible]